

AWT210

2-wire conductivity, pH/ORP pION transmitter



Product quality issue notification –
AWT210 devices fitted with
2-electrode conductivity modules
manufactured between
1st September 2019 and 29th May 2020

8th June 2020

Dear colleague

There may be a software issue with AWT210 devices fitted with 2-electrode conductivity modules manufactured between 1st September 2019 and 29th May 2020.

Details of issue identified

When a power cycle occurs, it has been reported that the user-configurable engineering high value resets to factory defaults automatically.

Root cause

This issue has been identified as a software error in the communication module.

Note

This software error affects only AWT210 devices fitted with 2-electrode conductivity modules manufactured between **1st September 2019** and **29th May 2020**.

This software error is not generated on AWT210 devices fitted with pH/ORP, 4-electrode conductivity, or toroidal conductivity modules.

What happens next?

As a precaution, we will upgrade all communication modules for the AWT210 if they fall into the following two categories:

- the AWT210 was configured with a 2-electrode conductivity module that can be identified if the sensor input module configuration code chosen is C2
- any locally stocked Hart, Profibus or Foundation Fieldbus communication modules

Further details on the issue, identification of components and actions required are detailed overleaf.

We apologize for any inconvenience this may cause to both our internal and external customers. However, it is important that our customers' equipment continues to function at the highest possible operational, safety and quality standards.

Please do not hesitate to contact me if you have any queries regarding this bulletin.

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Detailed fault description

If there is a power cycle of the AWT210 power supply, the configured engineering high value resets to the factory default value. This causes the engineering values of the AWT210 and interface system to be different. Therefore, the interface system will not reflect the sensor measurement which could cause process issues and even shutdown. If the configuration has been left as the default value during commissioning this issue will not be seen on site.

Identifying affected products

The software fault within the communication module affects only AWT210 devices fitted with a 2-electrode conductivity module.

The communication module software has now been updated to correct this issue – updated software revision numbers are detailed below:

Communication module	Module part number	Updated software version number
HART	3KXA877210L0051	AWT210/H2/01.01.03
Profibus	3KXA877210L0052	AWT210/P2/01.01.03
Foundation Fieldbus	3KXA877210L0053	AWT210/F2/01.01.05

Previous software versions of the communication module exhibit this issue only when fitted with a 2-electrode sensor module.

The software version of the fitted communication module is identified in the 'Device Info' menu under 'Software versions'.

For more details refer to Operating Instruction: [OI/AWT210-EN](#).

Actions required

Installed base

Any installed AWT210 fitted with a 2-electrode conductivity module will have the communication modules replaced. The replacement procedure of the module can be carried out by the end-user.

Action: Raise a CCRP on BU4498 Stonehouse with subject AWT210 BTN ANAINST029 and include the serial numbers or order numbers of the communication module to arrange replacement.

Local stock

If you have local stock of AWT210 communication modules or stocked 2-electrode conductivity configured AWT210, the communication module will be replaced. The replacement procedure of the module can be carried out by the end-user.

Action: Raise a CCRP on BU4498 Stonehouse with subject AWT210 BTN ANAINST029 and include the serial numbers or order numbers of the communication module to arrange replacement.

Service support

If any of the actions are not clear or you are not able to implement them please contact:

instrument.support@gb.abb.com

with subject matter – AWT210 BTN ANAINST029.

Product recycling and disposal (Europe only)



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Acknowledgments

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